

WASAC

Water Strategy Engagement January 9, 2023



Overview

- Overview of engagement activities
- Who we heard from
- Key themes
- Discussion



What is the Water Strategy?

Long-term plan, set direction for drinking water projects and priorities in the region.

Communication tool, to support broader public understanding of what the SCRD is doing to provide drinking water.



SCRD Water Strategy Framework



Engagement Activities

- Developed a project webpage and online feedback form
- Online presentation
- Seven roundtable discussions, by Water System
- Key sector roundtable
- Open house at Seaside Centre and Field Road



Meetings



Meeting Attendees



Surveys Responses



Questions Asked



Website Views

Who We Heard From (feedback form)

- Mainly Chapman Water System users (75%)
- Almost 95% full-time residents
- Almost 50% from residents living in region for less than two years
- Almost 50% in 55-64, 65-74 age brackets



2022 Engagement: What we heard

Generally, feedback was in support of the proposed guiding principles, focus areas, and actions.

Key themes:

- Support for the Water Strategy and its framework
- Increase water supply
- Support for water efficiency technologies (ie. rainwater)
- Increasing education and outreach
- Growth and development policies
- Cost of water services
- The need for action to avoid future emergency situations



Water Strategy Framework

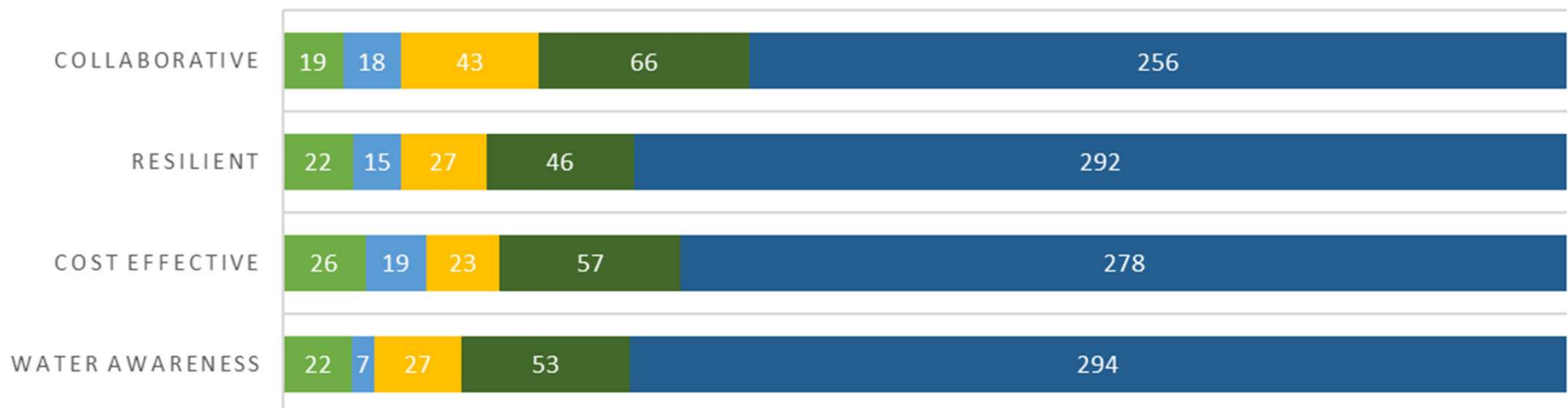
COMMITMENT STATEMENT

■ Definitely Disagree ■ Somewhat Disagree ■ Neither Agree nor Disagree ■ Somewhat Agree ■ Definitely Agree



GUIDING PRINCIPLES

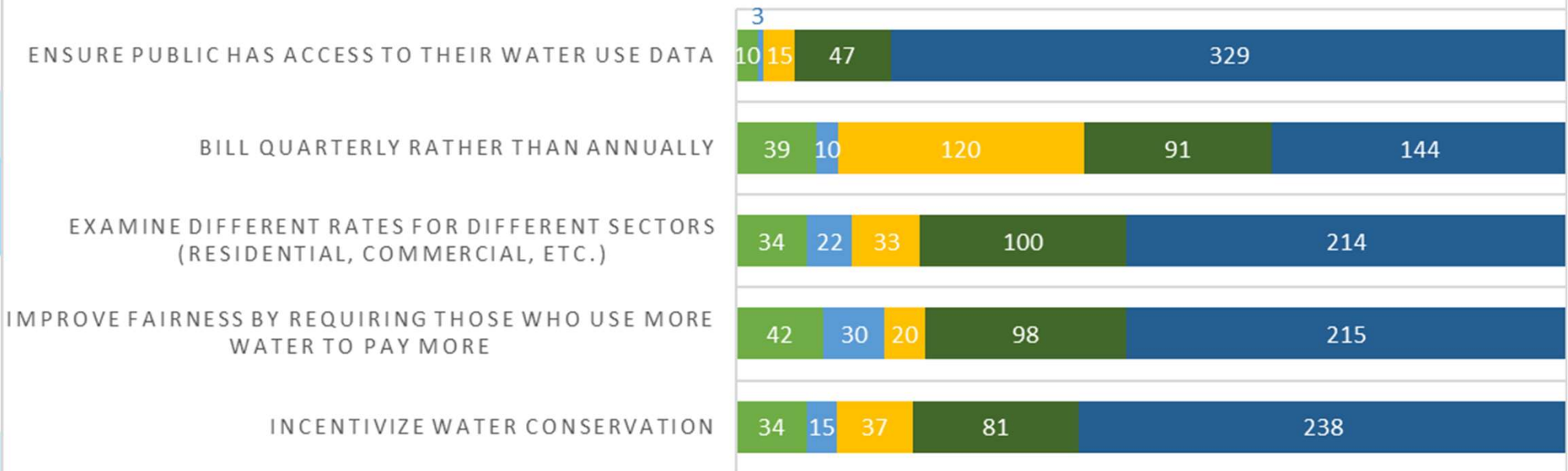
■ Definitely Disagree ■ Somewhat Disagree ■ Neither Agree nor Disagree ■ Somewhat Agree ■ Definitely Agree



Water Rate Structure

RATE STRUCTURE REVIEW OPPORTUNITIES

■ Definitely Disagree
 ■ Somewhat Disagree
 ■ Neither Agree nor Disagree
 ■ Somewhat Agree
 ■ Definitely Agree



Service Delivery

QUESTION 10

■ Not satisfied ■ Slightly unsatisfied ■ Satisfied ■ Somewhat satisfied ■ Very Satisfied

SCRD'S CUSTOMER SERVICE (RELATED TO WATER SERVICES)



WATER CONSERVATION PROGRAMMING (I.E., REBATES, EDUCATION, AND OUTREACH)



RELIABILITY OF DRINKING WATER (I.E., ABILITY TO USE WATER WHEN I NEED IT)



QUALITY OF DRINKING WATER (I.E., TASTE, SMELL, ETC.)



Water Strategy Timeline

Feb-Mar 2022

- *Engagement with previous WASAC*
- *SCRD Board approval to launch engagement*

May-Jun 2022

- *Engagement on the development of the Water Strategy*

Fall/Winter 2022

- *Write an Engagement Summary Report*
- *Start drafting the Water Strategy*



2023

- *Seek feedback from elected officials, WASAC, public*
- *Finalize the Water Strategy*
- *Seek Board endorsement for the Water Strategy*



DISCUSSION